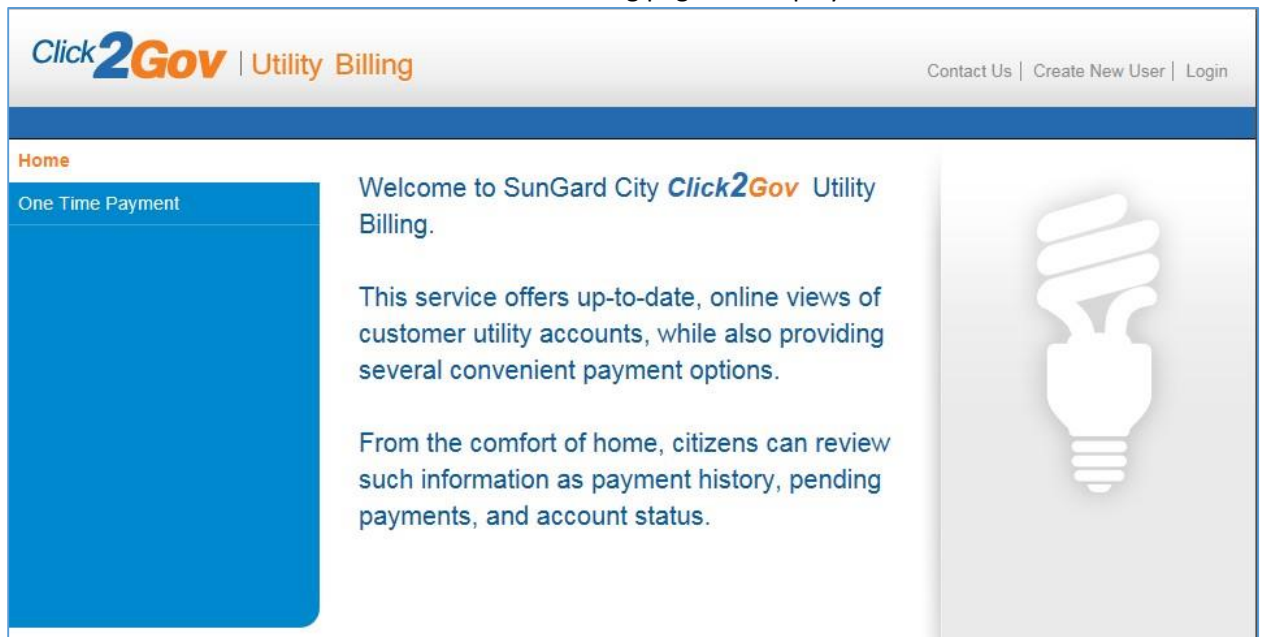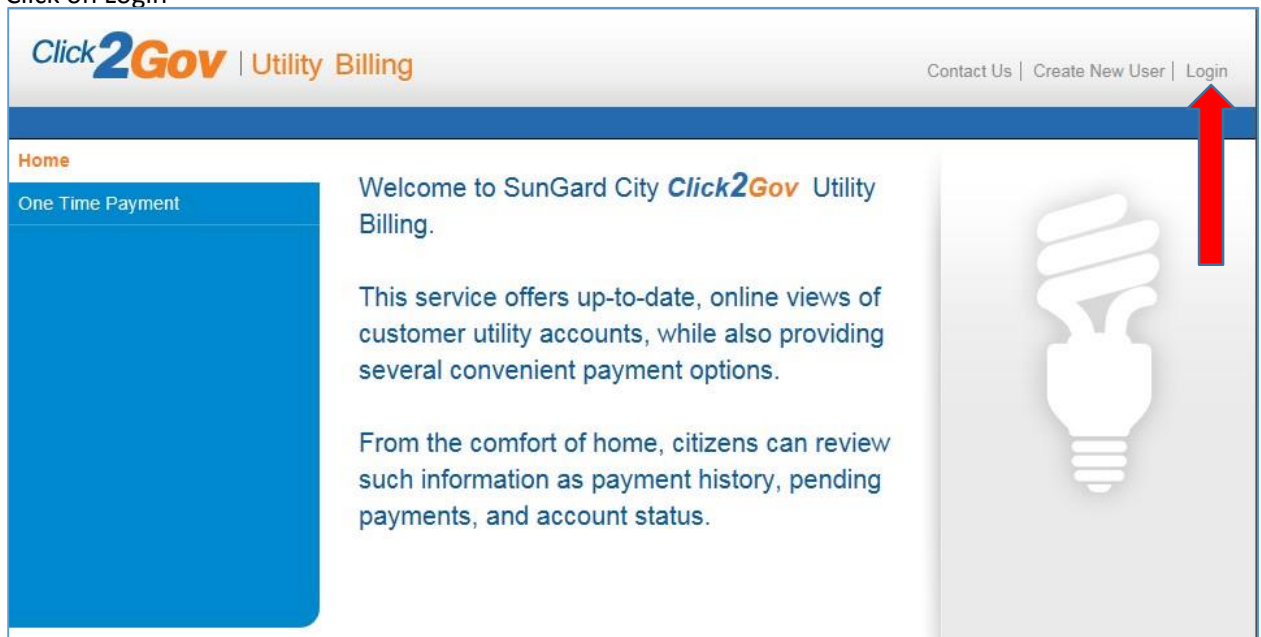# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

1. Access the Click2Gov Site as normal. The new landing page will display as illustrated below.

2. Click on Login

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

3. The login screen will display

4. You will enter Your account number and pin as your registered it in the previous version of Click2GovCX. If you have created a master account in the previous version, you may use this login information.

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

5. The following popup message will display. Click 'OK' to continue.

6. The following message will display for you to enter your new information.

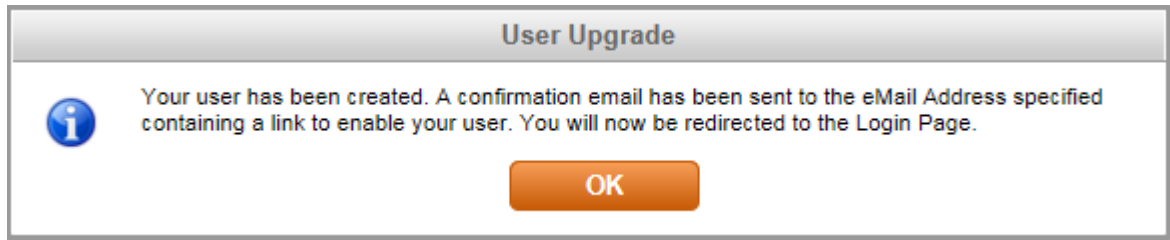# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

The process uses the email address that is already associated with the account number. If you want to use a different email address, you may click on 'Change'.

7. You will enter your address information, phone number and questions. If you want a new password under the new system, you may change it at this time.

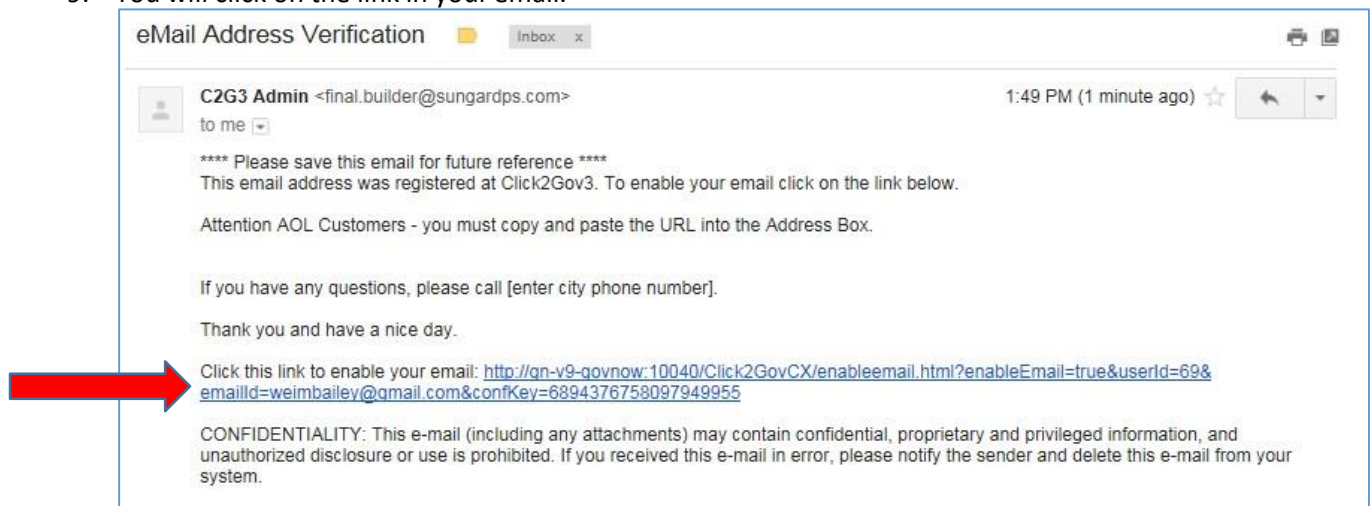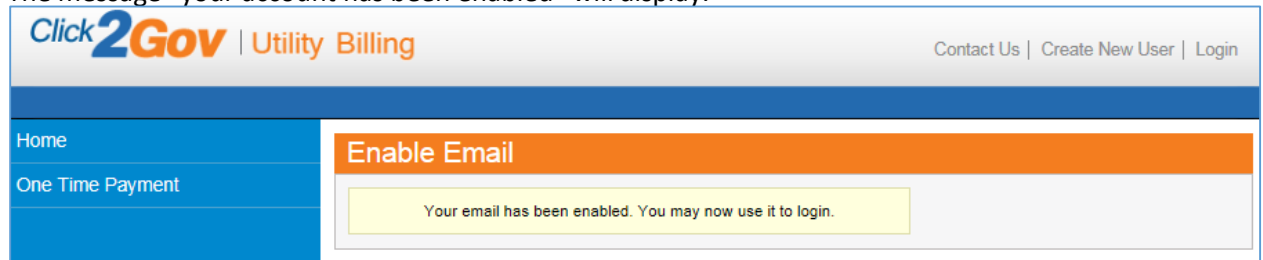# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

8. You will receive a message stating a confirmation email will be sent to your email account.

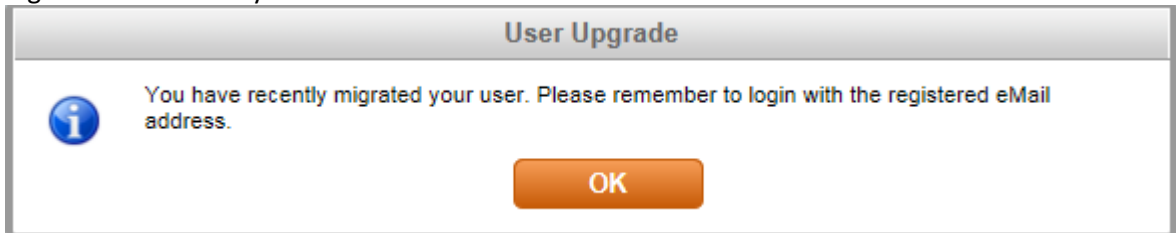9. You will click on the link in your email.

10. The message "your account has been enabled" will display.
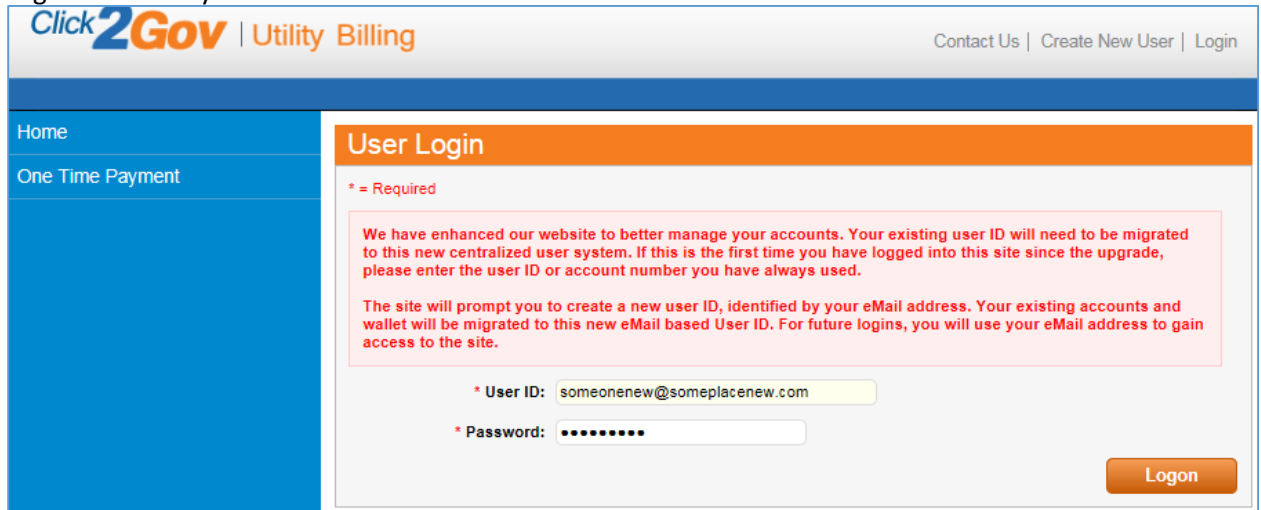
11. Now you can log in as normal with your email address created in the step above and pin from above. The first time you try to log in the following message will display to remind you how to log in with the new system.

Once you have completed the migration process to the new version's login process, you cannot use your account number and pin to log in from this point. You **must** now log in with your email address created in this process.
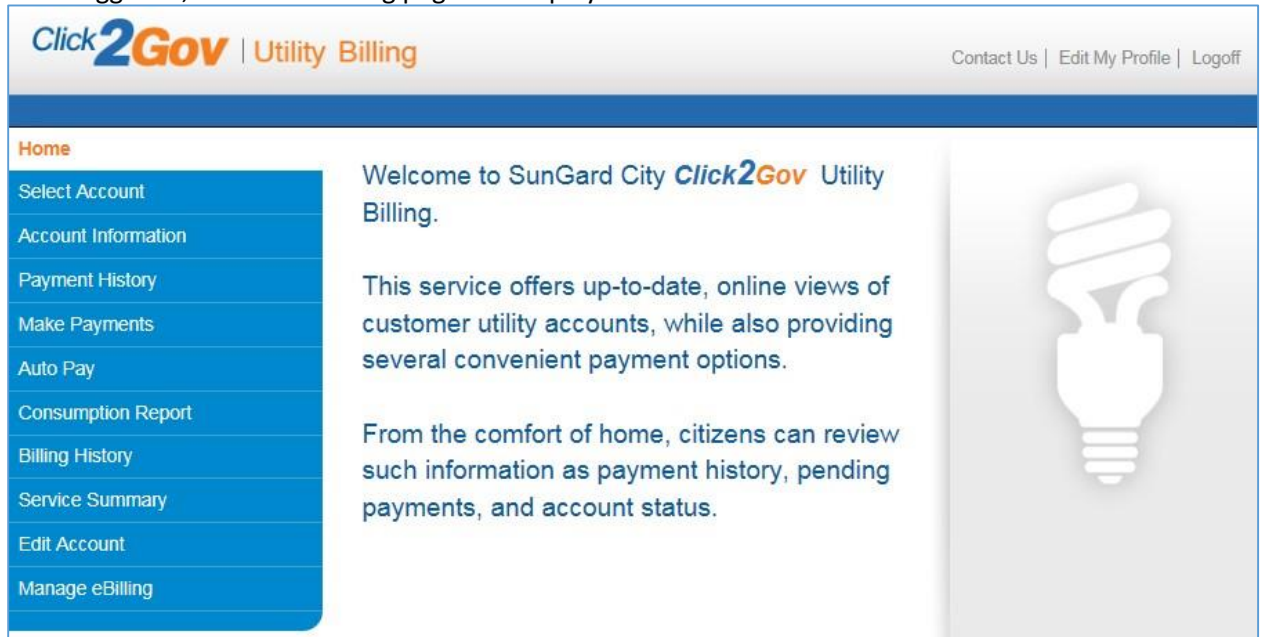
12. Log in with newly created account.

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

13. Once logged in, the main landing page will display.

14. If there is only one account attached to the email address, you may click on 'Select Account' to view all of the accounts associated with this email address. If there is only one account associated with this email address, you may click on any button and the information associated with that account will display. If there is more than one account associated, click on 'Select Account' to view a list of those accounts. Then, you may view the account information by selecting the account link.